

Springdale Fire Department

Policy & Procedures Manual

Volume 2 – Operations

Section 202 – Communications

202.9 – Telephone Answering & Phone Extensions

All SFD personnel shall be courteous in all telephone communications with members of the public, media, or other agencies.

When answering any telephone line, at any fire station, personnel should identify the Springdale Fire Department, Station Number ____ (or Fire Administration), their Rank and Name.

The chart below is phone extensions for Fire Administration and Fire Station 1.

104 – Dining Room	* 201 – Kevin McDonald
105 – Living Room	* 204 – Alice Johnson
106 – Kitchen	* 206 – Mike Irwin
*121 – James Hales	* 208 – Stephanie Sisco
*125 – Zedok Crabbe	210 – Conference Room
136 – West Report Room	* 212 – Jim Vaughan
137 – South Captain's Office	* 213 – Duane Miller
138 – North Captain's Office	* 216 – Battalion 1
139 – North Report Room	217 – Break Room
140 – East Captain's Bedroom	* 219 – Computer Room
141 – West Captain's Bedroom	226 – Exercise Room
142 – Battalion 1 Bedroom	* 230 – Dean Bitner
1201 – North Training Room	* 235 – Pat Lee
1202 – South Training Room	240 – Scanner Computer
1461 – North Apparatus	* 245 – Glenda Wade
1462 – South Apparatus	* 249 – David Kissinger
304 – Maintenance Bay	
*307 – Maintenance Office	* VOICEMAIL